

METHOD AND SYSTEM FOR ENABLING
TRAINING OF FIELD SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

ABSTRACT OF THE DISCLOSURE

A method and system are disclosed for enabling training of field service personnel such as field engineers and field service of machines such as medical diagnostic machines, e.g., CT, MRI, and x-ray machines. The system is desirably implemented over the Internet in which field service personnel using handheld computers are able to selectively search cataloged items relating to reference materials such as portions of product installation manuals, service manuals, field modification information or updates, training manuals, safety information, design diagrams, parts lists, etc., and retrieve copies of the relevant portions of the reference materials. The reference materials are cataloged and searchable using, for example, data relating to a product type and model, a skill level, a service task, and an authorization level.